From:	Flock Safety Support
To:	Stephen Best
Cc:	Gina Rush; Scott Casey; Trevor Hutton; brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Rios; Eligio Lara; Daniel Cohen; Stephen Best; Michael Balcorta
Subject:	RE: UPDATE RE: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)
Date:	Monday, January 8, 2024 10:50:04 AM
Attachments:	image001.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thanks Corporal Best - glad there's some incremental improvement. We are working to schedule a technician to do the re-angling to make it as strong as possible.

Stay safe,
Adam

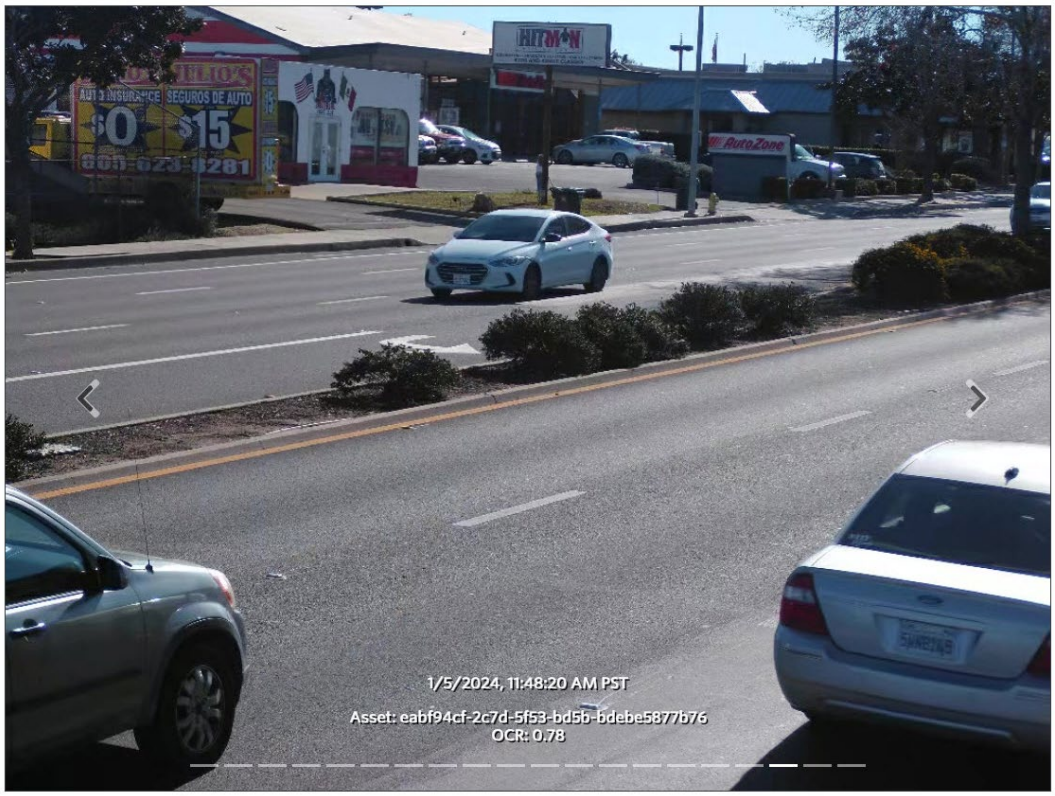
---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 1/5/2024, 2:56 PM
To: support@flocksafety.com
Cc: grush@cityofsantamaria.org; scasey@cityofsantamaria.org; thutton@cityofsantamaria.org; brendon.norton@flocksafety.com; libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: RE: UPDATE RE: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

That is a bit better. Has a chance to catch some lane 3 cars.

Don't you think it is still filming too much of the N/B lane and buildings across the street?

If it was angled more to the right, I think it would have a better chance of getting multiple shots of lanes 1, 2 and 3.

If you think making that angle adjustment won't adversely affect lane 1, please schedule the work to be done.



Thank you.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

FAX 805-349-9239

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, January 5, 2024 11:21 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: Gina Rush <grush@cityofsantamaria.org>; Scott Casey <scasey@cityofsantamaria.org>; Trevor Hutton <thutton@cityofsantamaria.org>; brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: UPDATE RE: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Corporal Best,
Our engineers opened the field of view of the cameras remotely; can you take a look and let me know if you are satisfied with the current view? It's possible we may have resolved this without a physical adjustment.

Thank you for your help,
Adam

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 1/4/2024, 10:35 AM
To: sbest@cityofsantamaria.org
Cc: grush@cityofsantamaria.org; scasey@cityofsantamaria.org; thutton@cityofsantamaria.org; brendon.norton@flocksafety.com; libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: RE: UPDATE RE: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

Thank you for the heads up. Glad there was some evidence captured; we definitely have some opportunities to improve when it comes to large trucks like this.

Your feedback helps shine the light, and I look forward to us making the tweaks both to Camera 30 and in general to drive improvements.

Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 1/4/2024, 9:21 AM
To: libby.landers@flocksafety.com; support@flocksafety.com
Cc: grush@cityofsantamaria.org; scasey@cityofsantamaria.org; thutton@cityofsantamaria.org; brendon.norton@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: UPDATE RE: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

Flock Support,

Just an update on this.

Still don't know why Camera 030 did not record the suspect vehicle when it passed.

One of our detectives manually reviewed every vehicle leaving the city via the different Flock cameras on the south side of the city.

I'm happy to report one of the cameras DID record the suspect vehicle's plate at 06:56:30 Hrs. It was categorized as a Semi truck but with low confidence.

None of the cameras recorded the vehicle entering our city which is another concern.

FYI

Corporal Stephen L. Best

Santa Maria Police Department

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From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, January 3, 2024 2:41 PM
To: libby.landers@flocksafety.com
Cc: Gina Rush <grush@cityofsantamaria.org>; Scott Casey <scasey@cityofsantamaria.org>; Trevor Hutton <thutton@cityofsantamaria.org>; brendon.norton@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: Re: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Corporal Best,
Adam here. I'm very sorry to hear about this miss. It appears to be too tight of an angle to capture a vehicle as long as this fully, if at all in this case. Angling the camera further to the right could presumably allow the vehicles to be in frame longer, but of course that would also alter the way the results appear for other vehicles. Happy to give it a shot if you'd like, just let me know.

We've also relayed this concern to our Chief Product Officer and will chime back in if he has any additional feedback/ideas.

Best of luck with the investigation,
Adam

---------- Original Message ----------
From: Libby Landers [libby.landers@flocksafety.com]
Sent: 1/3/2024, 4:08 PM
To: sbest@cityofsantamaria.org
Cc: grush@cityofsantamaria.org; scasey@cityofsantamaria.org; thutton@cityofsantamaria.org; brendon.norton@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; support@flocksafety.com; dcohen@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Re: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

Hi Corporal Best,

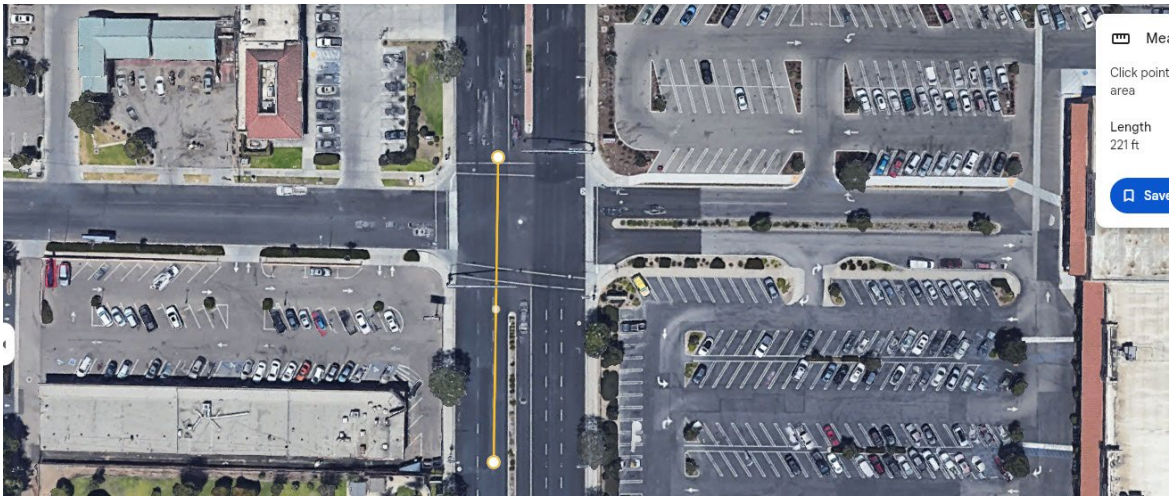
I am sorry to hear about this unfortunate incident and completely understand your disappointment and frustration. It is always extremely disappointing to us, as well, when we miss something. Let me chat with my internal teams to see what could have potentially happened and how we can strive to avoid this moving forward.

We will be in touch shortly.

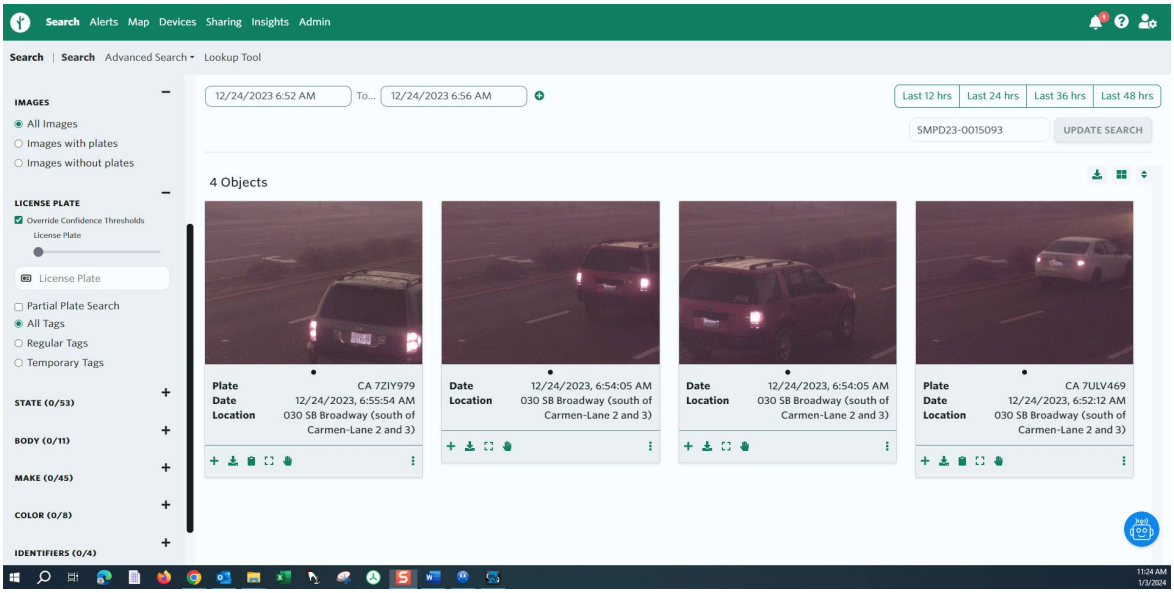
On Wed, Jan 3, 2024 at 12:45?PM Stephen Best <sbest@cityofsantamaria.org> wrote:

> Flock Safety Support,
>
> I’m writing to express disappointment with the performance of your cameras on a recent case.
>
> A semi tractor pulling a tanker trailer entered our city and stole 6,000 gallons of fuel and left without being recorded by any of our 166 Flock cameras.
>
> Video shows it traveling s/b on Broadway from the 1800 block on 12/24 at 06:54:01 Hrs.

Flock Camera “030-SB Broadway (south of Carmen-Lane 2 and 3) is less than 200 feet away and the truck definitely passes the camera as there is no place to turn prior to the camera.



A search of All Images from this camera for 0652-0656 Hrs. does not show the semi and trailer at all.



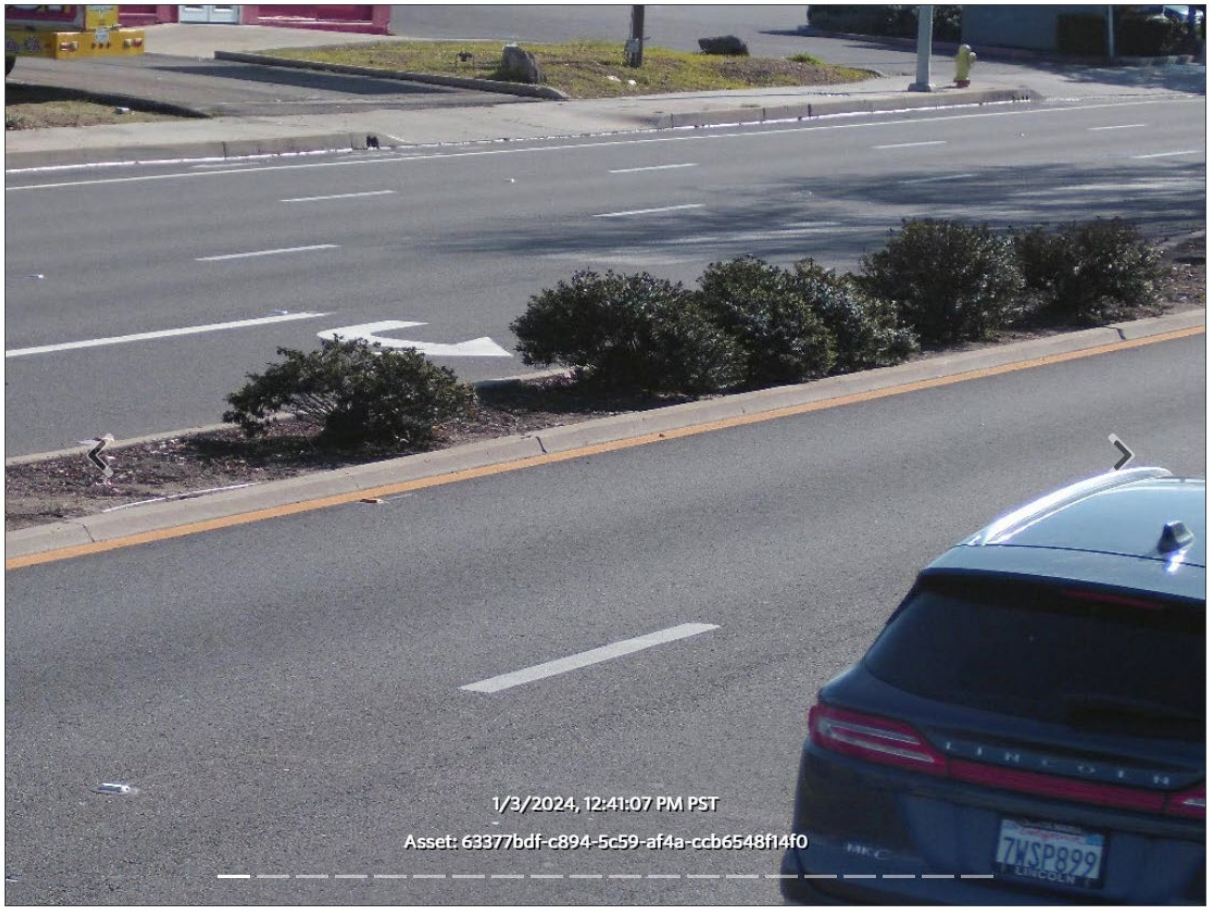
However, about 40 minutes later, the camera does get a partial photo of an un-related semi and tanker trailer but misses the plate.

I am very disappointed with the performance of Flock. This was a perfect scenario where Flock could have helped solve a crime.

As far as Adjustments. Camera “030 SB Broadway (south of Carmen-Lane 2 and 3) clearly is pointing more at Lane 1 and 2. (which I think is ok, so I may re-name the camera)

Do you think moving the angle more to the right might get better coverage of Lane 1 and 2 and possibly a bit of lane 3 and not so much of the n/b lanes?

Also, can the timing be changed on the camera so it can get multiple images of each passing vehicle and maybe get the side and rear of semi trucks?



Thank you!

Corporal Stephen L. Best

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Libby Landers
Customer Success Manager

404-777-4113 flocksafety.com

Join me for a live training session!
Tuesday @ 11am PT
Wednesday @ 10am PT

thread::a5w90ToPJgSfywQsEjWx2A4::